



**Smart Strategies
Solutions for Workplace Challenges**

Issue #5
Aug - Sept 2008
Double Issue!

**Seasons Greetings!
Happy New Year to our Jewish readers... and
Happy Eid al-Fitr to our Muslim readers...and**

Happy Autumn to all!

Dear Alan,

Well we did it again... another double issue.

The end of August was taken with a last minute business trip to Egypt. Read all about it below!

Also in this issue: more on the Generations - are there really Millennial traits? And a new puzzler on dealing with difficult people.

Hope you enjoy!

Alan Krieger

Feel free to forward this to your friends.

**Working Well With
Difficult People**

Here's a scenario sent by a reader. The names and some details have been changed.

Let us know what you think and we'll compile the feedback in our next issue.



**Alan Krieger
President
Krieger Solutions, LLC**

**hard at work...
outside of Cairo, Egypt**

**Capital District
Training
Opportunity**

**Our public training
series continues with
three new courses in**

A new supervisor, Ann, came into a unit where our reader, Sally, was working. There were some summer workers who started work shortly thereafter. Ann took a hands off approach to supervising both her core staff and the summer staff.

Things did not go well. The summer staff were somewhat lost and confused and some of the core staff had time and attendance problems that grew worse with Ann's neglect.

Sally (our reader) followed the advice she had been given by a former supervisor: stick to your own work and don't meddle in the work of others, especially those above you. She found that helped her stay focused on her work, get her work done with few interruptions, and kept her out of office politics.

Another worker, Pete, complained to Sally and to the manager, Bob (who supervised Ann), about Ann's poor performance. Sally suggested Pete give Ann some time to get herself settled. Pete took it on himself to work with the summer staff and turned that around pretty well. Then he set his sights on one of the core staff, Tom, with poor time and attendance issues (Tom and Pete are peers.) Pete got the go ahead from Bob to try to supervise Tom. Pete has come to Bob's attention now as a possible supervisor.

So, Sally (our reader) wants to know, was the "stick to your work" strategy a good or bad strategy if she wants to be recognized as having supervisory potential?

[Let me know what you think](#) so I can pass your suggestions on to "Sally"!

Another Look at Generations

Think outside the box... or learn to live inside the box... what's good advice for a new worker?

The [article in the last issue](#) got me thinking further about this and I recalled a story from one of my first weeks on a new job at a state agency...

When I came to this position, I was young and had come up against some NYS regulations in my previous job with a community agency. So I came to my job with a mission to break a few boxes...

Albany this fall:

1. Managing Multiple Priorities

Tips on how to handle the current environment of "*do even more with even less!*"

November 5, 2008.

2. Grant / Proposal Writing

How to write compelling proposals to gain support.

October 28, 2008.

3. Grant Writing Lab

A working session where you can get feedback on a proposal you've written.

November 12, 2008.

[Click here to see the flier for more information.](#)

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About Krieger Solutions, LLC

We are a training and consulting company dedicated to helping people work together more effectively.

We offer training,

Not very realistic, but hey, that's what's great about being young.

After a few weeks on the job an "older gentleman" pulled me aside and said the following: "When I first started out here I had some great ideas and pushed hard for people to accept them. My ideas fell on deaf ears as yours will. I learned that I needed to go along to get along and once I did, it made things much easier. You're a good kid and if you're going to survive here you've got to let go of all these new ideas and understand how we do things here."

Surprisingly I managed to last several years there, but ended up bouncing from one boss to another until I finally bounced myself out. I didn't fit in the box and didn't have the skill or support at that time to challenge the box.

I went on to be the Executive Director of the NYS Youth Council, an organization of young people from across the state who specialized in living outside the box. A great experience for me!

So what advice would you give a new, young, enthusiastic worker on a crusade?

For my take on this and for more discussion on thinking inside/outside the box and its relationship to the generations, see my article: [Generational Differences Part II.](#)

My Trip to Egypt

I received a call from a colleague in early August, asking if I was free the week of 8/18. Summer is a slow time for me so I mostly catch up on office work and my new video production business (and this newsletter). Anyway, a chance to go to Egypt preempted them all.

He was looking for a trainer to help a group of Yemeni staff learn to conduct a youth assessment in Yemen. The training would be in Cairo. The assessment was to identify effective strategies for positively engaging youth as an alternative to radicalization.

It was an intense week to get ready (don't ask why it was so last minute.. things happen), and then a 24 hour trip over to Cairo. The Yemeni team was a great group to work with, most spoke excellent English, and one of the highlights of the week were some practice

leadership coaching, team building and organizational consulting services.

Visit our website www.kriegersolutions.com to find out more about our programs and services.

Or call Alan Krieger at 518-895-2939

Or email us at: info@krsol.com

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[**NEWSLETTER**](#)

NYC Training Opportunity?



We had a request to run our grant writing workshop in NYC.

In Albany we've partnered with the United Way to host the program and help with publicity.

If anyone in New York City wants to partner with us in that role, we'd be happy to take our show on the road. Give us a call. 518-895-2939

focus group sessions we had with Egyptian youth.

Their complaints and aspirations were nothing like what you'd hear from youth in the US. They spoke of government repression, lack of books and labs at school, going to the mall to meet the opposite sex (well you'd hear that in the US, but the difference here is they were not allowed in each others homes, period. A boy can't drop by a girl's house, even if the parents were there to supervise.) So it's a different world, but in many ways, kids are kids, and the tee-shirts they wore and the waist band sag of the boys jeans did look familiar.

As we were finishing the report, there was a bombing at the US embassy in Yemen that really drove home the need to focus on positive development as an alternative to terrorism.

For more stories and pictures of my trip, [click here](#).

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Survey Question

What topics would you like to see us cover in the newsletter?

Or send us a scenario around which you'd like to get a discussion going.

info@krisol.com

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You may reprint any of these articles as long as you include the following in the reprint and send a copy to me at alan@krsol.com:

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